

EMPLOYMENT OPPORTUNITY ANNOUNCEMENT

DEPARTMENTS OF THE ARMY AND AIR FORCE
OFFICE OF THE ADJUTANT GENERAL
NORTH CAROLINA NATIONAL GUARD
HUMAN RESOURCES OFFICE
4105 REEDY CREEK ROAD
RALEIGH, NORTH CAROLINA 27607-6410

ANNOUNCEMENT #: ARNGT 04-020

OPENING DATE: 30 January 2004

CLOSING DATE: 16 February 2004

ANTICIPATED FILL DATE: 28 Mar 04

POSITION TITLE AND NUMBER

Information Technology Specialist (EI)
PDCN 70179000 MD#: 1213-712V

UNIT/ACTIVITY AND DUTY LOCATION

J6, JFHQ, NCARNG
Raleigh, North Carolina

GRADE AND SALARY (Includes Special Salary Rate)

GS-2210-11 \$50,712.00 - \$65,930.00 per annum

EMPLOYMENT STATUS

Excepted Service

WHO CAN APPLY: The area of consideration for this announcement is the STATEWIDE. Applications will only be accepted from current Excepted employees of the North Carolina Army National Guard, current military members of the North Carolina Army National Guard and individuals who are eligible and willing to enlist in the North Carolina Army National Guard.

HOW TO APPLY: Interested applicants may apply by submitting an Application for Federal Employment (Standard Form 171), Optional Application for Federal Employment (Optional Form 612), resume or any other form of application. It is **REQUIRED** that the Knowledge, Skills and Abilities (KSA) listed below be addressed and attached to the application. The application and KSA Statement should be mailed to the North Carolina National Guard, ATTN: OTAGNC-HRO, 4105 Reedy Creek Road, Raleigh, NC 27607-6410. It must be received not later than the closing date or if mailed postmarked by the closing date. **NOTE**: Information that must be provided when applying for a technician position is as follows: announcement number; name; address; telephone number; social security number, date of birth; citizenship; education; work experience; and other job-related qualifications. For more information, call 1-800-621-4136 ext. 6172/6431. Faxed or E-mailed copies will not be accepted.

QUALIFICATION REQUIREMENT: Must have 36 months specialized experience for GS-11 or 24 months specialized experience for GS-09 which demonstrates that the applicant has acquired the below listed KSA's. Education may be substituted for experience when applicable and the appropriate transcripts are submitted with application. Inservice placement actions will be considered when applicable.

KNOWLEDGE, SKILLS ABILITIES (KSA'S)

Below are listed the KSA's for this position. Applicants **MUST** address each KSA individually in paragraph format by explaining any civilian and military work experience (**WITH DATES**) that provided that KSA. It is **REQUIRED** that this statement be attached to the application. Failure to do so will result in the applicant not being considered for this position. For more information or assistance, call 1-800-621-4136 ext. 6172/6431.

1. Knowledge of DBMS software to recognize interrelationships within the area of responsibility.
2. Knowledge of DBMS programming techniques along with knowledge of computer equipment and assigned system software to determine source of failures.
3. Knowledge of current computer systems throughout the state and troubleshooting techniques for all hardware and peripherals.
4. Knowledge of a wide range of communications concepts, principles, and practices as well as telecommunications operating techniques, digital and analog communications requirements. Knowledge of local area and DOD networking schemes.
5. Knowledge of general visual information techniques available. In-depth knowledge of interactive video networks and satellite networks.

CONDITIONS OF EMPLOYMENT: 1. Occupants of this position must maintain continuous military membership in the North Carolina Army National Guard (NCARNG). NCARNG status (military grade, MTOE or TDA assignment, MOS/SSI, military unit) and experience must be entered on the application. The recommended applicant will not be approved for appointment until they occupy a compatible MOS in the NCARNG shown under Military Assignment below. 2. The applicant selected for this position will be required to participate in the Direct Deposit/Electronic Fund Transfer Program.

MILITARY ASSIGNMENT: Assignment to a compatible Officer/Warrant Officer/Enlisted position in the NCARNG is mandatory. [Q: BR 25, 53; WO: BR 25, 420A, 918B, Enl: CMF 31/74]

EVALUATION FACTORS USED: Personal interviews, review of application and the KSA Statement.

PRINCIPAL DUTIES AND RESPONSIBILITIES: This position is located in the Army National Guard State Area Command Headquarters, Directorate of Information Management. The purpose of this position is to manage the Customer Support Section of the Information Systems Support Branch through the use of their in-depth knowledge of all Information Management arenas along with technical software/hardware troubleshooting procedures in conjunction with sophisticated desk top support software. Analyze and solve customer requests in networking, automation, telecommunications, visual information, and information services. Serves as the technical expert on DOD, NGB, and state required automated systems and software programs. Utilizes extensive knowledge in telecommunications infrastructure and resources. Provides solutions to customer requests in all facets of the information management directorate to include networking, visual information, and information services. Ensures standardization of hardware and software applications for ease of operation within the organization. Tests and evaluates software for compatibility with existing operating systems. Provides technical guidance and assistance to other personnel involved in operating systems, testing programs, adaptation of NGB standards and locally developed or commercially available software. Advises computer programmers and end-users on characteristics of systems software. Communicates in both verbal and written form augmenting to applicable guidelines on program set-up requirements. Develops and maintains the customer service database for all service requests. Receives, analyzes, and assigns control numbers to all incoming customer requests. Determines if equipment is covered by warranty or maintenance contract and processes accordingly. Uses a process for quickly assessing and determining the actual problems and either solves or assigns unresolved requests to appropriate specific functional area. Follows up with the functional areas to ensure problems are resolved and requests are completed. Ensures continual contact and update of status with the user. Performs intensive collection and analysis of data from the customer service database to create trend reports, performance reports, and future requirements for all areas of Information Management. Provides database maintenance on the customer support database. Participates in the analysis of requests for new and modified applications. Determines equipment demands and number and kind of requests received: data communications requests, telecommunications requests, visual information requests, and information services requests. Researches trends and patterns to implement new or improved communications methods and procedures. Incumbent uses judgment in relating trends in workload, equipment performance, other activity's experience with comparable proposals to determine the worth of a proposed change in the state's networking, automation, telecommunications, visual information or information services normal working environment. Provides instruction to lower-grade customer support technicians on evaluating functional users' requirements to assure that resources are properly integrated and used efficiently. Provides leadership and management of lower-grade customer support technicians in the development of application programs and recommendations for software and hardware requirements for functional users. Provides guidance and instruction to lower-grade customer support technicians on the implementation of intranet pages throughout the state. Provides input and assistance to the Deputy Chief of Staff for Information Management (DCSIM) relative to the development and maintenance of the Information Management Plan. Performs other duties as assigned.

INSTRUCTIONS TO COMMANDERS/SUPERVISORS: This position vacancy announcement will be given the broadest possible dissemination. A copy of this announcement will be posted to your unit/activity bulletin board.

ADDITIONAL INSTRUCTIONS: 1. Applicants are requested to identify, on a separate sheet of paper, their race and national origin from one of the following categories; Male or Female; American Indian or Alaskan native; Asian or Pacific islander; Black, not of Hispanic origin; Hispanic; White, not of Hispanic origin. Submission of this information is voluntary and will be used in support of the NCNG Equal Employment and Affirmative Action Programs. 2. A PCS will not be authorized for the individual selected for this position unless agreed upon in advance by HRO and a PCS order is prepared prior to effective date. Applicants will be advised in writing at the interview. 3. Participants in the Selected Reserve Incentive Program will be administered as prescribed by NGB Pamphlet 600-15. 4. Males born on or after 1 January 1960 must be registered with the selective service in order to be considered for federal employment.

INFORMATION SUBMITTED WILL BE USED ONLY IN ACCORDANCE WITH THE PRIVACY ACT OF 1974

DISTRIBUTION: A, B, C-2, G-25, H-3, J-3, K-3, M, N-12, P-9, Q, W-2, Y-2, R: HRO-1, AGAV-1, AGCS-3, DCSANG-1, DCSLOG/G4-4, DCSOI-3, DCSPER-3, FMCB-2, IG-1, SCSM-1, SRAA-1, VCSOP-1